



October 4, 2002

Ready - Resourceful - Responsive!

Vol. 54 No. 17



PCC(SW/AW) Robbin Santos, Regional Navy Mail Center Norfolk, is congratulated by Atlantic Fleet Supply Officer Rear. Adm. Steven Maas after he presented her with the Navy/Marine Corps Achievement Medal (fifth award) for her role in developing curriculum for the Fleet Postal Refresher Course.

Fleet Postal Refresher Course

First postal class graduates

Navy postal clerks, like all military postal clerks (PCs) receive their initial training at the Inter-service Postal Training Activity, located at Ft. Jackson, S.C. The four-week operations course provides students with an overview and basic knowledge needed to operate a military post office.

Until recently, follow-on training for postal clerks was very limited. They were expected to obtain additional knowledge and skills through on-the-job training and by networking with other postal clerks.

Senior Navy postal clerks recognized a need for additional training for new postal clerks and developed a plan to do something about it. What they came up with was the Fleet Postal Refresher Course.

The course was developed by senior Navy postal clerks at the Regional Navy Mail Center and at Commander-in-Chief, U.S. Atlantic Fleet, in conjunction with the Chief of Naval Education and Training (CNET) curriculum developers. The curriculum was researched and written by Chief Postal Clerk Robbin Santos, a postal advisor at the Regional Navy Mail Center in Norfolk.

continued on page 8

Ocean Terminal + Reservists = win/win situation for FISC, Reserves

Fleet and Industrial Supply Center, Norfolk's Ocean Terminal Division does not have any permanently-assigned active duty military members on staff. However, that doesn't mean you won't find uniformed personnel working in the division at any given time.

"Ever since Desert Shield," said David Cass, Reserve coordinator, "we've recognized the need to have Reservists trained in the processes associated with operating our container freight station."

"The container freight station is a vital part of the logistics pipeline for sustaining forces overseas," Cass continued. "It's staffed for peacetime operating workloads, but needs to be able to quickly respond to wartime surges. In

continued on page 3



Members of NR FISC Norfolk Det. 107 and NCHB Four Naval Reserve units work with FISC employees to match paperwork to arriving freight during their recent two-week annual training. Pictured (left to right) are BM3 Luis Sosa, NCHB FOUR; Reginald Vann, stevedore; SKCM Sandra Hughes, OPS Chief, NR FISC Norfolk Det. 107; BM2 Thomas Modeste, NCHB FOUR; and BM2 Frankie Lewis, NCHB FOUR.

From the Commanding Officer: Command Philosophy



By Capt. L. V. Heckelman
Commanding Officer, FISC Norfolk

FISC Norfolk Teammates,

In my first column I told you I would publish my Command Philosophy in a future issue of the Supply Chest and discuss what that philosophy means to me. You will find my Command Philosophy published in its entirety in this issue. I hope you'll take a few moments to read it so that you will understand a little more about who I am and what is important to me during my time here as

part of the FISC Norfolk team. There is clearly a long history and legacy of delivering the absolute best in logistics support and services to all our customers. That history and the fine reputation that goes along with it have been earned through the dedication and hard work of all of you and your predecessors. I am happy to be a part of this team and am committed to continuing the long history of great support.

As stated in the opening of my Command Philosophy, my commitment to each of you is respect, clear communication and direction, meaningful work and the tools to do that work, recognition for a job well done and the opportunity for personal and professional growth and to make a difference. I want to contribute to making your job easier... and the opportunity to make a difference.

I have three basic focus areas for my tour as Commanding Officer of FISC Norfolk. They are simply mission accomplishment, professionalism and the good of the institution, and the growth, development and well being of our shipmates. I'll briefly describe what

each of those means to me.

First, mission accomplishment. Our mission is to deliver combat capability through logistics... to ensure the readiness and success of our operating units and fighting forces. We are a strong and successful team that has delivered on its mission since our early beginnings as a Naval Supply Station in 1919. Unless we deliver on our mission, there is no need for us to exist. We are doing our part to defend our country and its ideals through our service here at FISC Norfolk and by ensuring that our mission comes first.

The second focus area is professionalism and the good of the institution. We have a proud history and we are doing important work, so be proud of who we are and what we do. Set high standards and always do the right thing. Ethical, honest and courteous behavior will carry the day in any situation. Never compromise your integrity for anyone or anything. We're all human beings and human beings make mistakes. Honest mistakes are okay. A zero defect style

continued on page 4

Supply Chest

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the event of a war, our customers won't be able to wait while we hire and train new employees."

The Ocean Terminal is the designated mobilization site for NR FISC Norfolk Det. 107. This unit, which consists of five officers and 37 enlisted members, performs monthly weekend training at the Ocean Terminal and provides additional support during annual two-week periods of active duty for training.

"It's hard to imagine this place without the Reservists, now," said Kerry Foerst, the Terminal Operations Branch Head, which is responsible for the container freight station. "We've come to rely on them during special exercises as well as during the course of day-to-day operations."

Foerst went on to describe the way the Reserve personnel are integrated into the Ocean Terminal workforce when they are onboard. "We mix their people right in with our people. We're truly a single team working toward a common objective."

In the event of war and a Reserve mobilization, NR FISC Norfolk Det. 107 will assume operation of the container freight station during the second shift, while civilian employees run the first shift. "This allows us to have a 24-hour-a-day operation," explained Cris Toledo, Director of the Ocean Terminal. "Having these trained transportation experts available ensures that our operation is able to scale itself to whatever operating tempo is called for by world events. We're also the beneficiary of immeasurable peacetime support."

Toledo explained that the relationship is mutually-beneficial in that the Reservists get hands-on training and experience in the actual jobs they would perform during a mobilization while his organization benefits from the additional man-hours received in contributory support during the weekend drills and annual training.

During a recent drill, a group of 19 Naval Reservists from NR FISC Norfolk Det. 107 and Charleston, S.C.-based Navy Cargo Handling Battalion FOUR worked with the Ocean Terminal over the course of a two-week period in September. OIC for the Reserve workforce during this evolution was SKCM Sandra Hughes.

"We worked in just about every area of the Ocean Terminal during our two weeks here," said Hughes. "In addition to processing both import and export general cargo, service members' household goods, and hazardous materials, we also assisted with a self-help quality-of-life-project in building CEP-201."

Hughes went on to say that she was proud of the hard work and accomplishments of her detachment and was happy to see that their efforts had a positive impact on such an important Navy mission.

Reserve units drilling and training with the FISC Norfolk Ocean Terminal have come from as far as New York, Richmond, Roanoke, and Charleston. They represent the Naval Reserve, the Army Reserve and the Army National Guard.

Not all uniformed personnel working in the Ocean Terminal are Reservists,

though. The division receives support from active duty units as well. The Tidewater region is rich with transportation-oriented activities. Fort Eustis and Fort Story are home to the 7th Transportation Group, a major player in the Army's mobilization mission. The Navy Cargo Handling and Port Group is based at Cheatham Annex, in Williamsburg. When these units aren't deployed on an exercise, they are often looking for training opportunities in the local area. Steve Fisher, Head of Ocean Terminal's Ship Operations Branch, explained how Ocean Terminal's mission provides excellent training opportunities for these and other cargo handling activities. "Take the 7th Group guys at Ft Story, for example. They've got a battalion of cranes. They can either stay at Fort Eustis and lift 'test' loads up and down all day, or they can come here and get real hands-on training loading and discharging freight from a ship. They get experience and training. I get a free crane for the day."

Fisher's branch has also received similar support from the Cargo Handling Port Group, the Reserve Expeditionary Logistics Support Force and the Army Reserve 1174th Terminal Transportation Battalion.



Super SERV MART logs record-breaking year-end sales

End-of-year money brought fleet customers in to the Super SERV MART in droves at the end of September as fiscal year 2002 came to a close. They even set a one-day sales record, topping the \$1.2 million mark. Super SERV MART extended their operating hours during September to help their customers achieve their end-of-year shopping goals.

Fleet and Industrial Supply Center Norfolk Command Philosophy

What is now known as the Fleet and Industrial Supply Center was first commissioned in 1919 as a Naval Supply Station. Redesignated in 1927 a Naval Supply Depot, in 1948 as a Naval Supply Center and in 1993 as a Fleet and Industrial Supply Center, the mission has remained essentially the same: **to provide logistics and support services to fleet units and shore commands, as assigned, and perform other functions as may be directed by the Commander, Naval Supply Systems Command.**

Our Chief of Naval Operations, Admiral Clark, has talked often of the concept of covenant leadership which is rooted in the commitments we make to one another. Each and every one of you as a member of this proud FISC Norfolk team has committed to serve... to contribute to the readiness of our fighting forces with the very best logistics and support services in the world... to be the one organization our customers think of and turn to when those needs arise.

My commitment to each of you is respect, clear communication and direction, meaningful work and the tools to do that work, recognition for a job well done and the opportunity for personal and professional growth and to make a difference.

My focus will be:

1) Mission Accomplishment – for us this means providing world class service to our customers – both internal and external. This is how we support freedom and democracy and our nation's interests around the world... by ensuring the highest possible readiness of our fighting forces. Commander, Naval Supply Systems Command, RADM McCarthy, has identified four focus areas and three enablers that shape his strategic priorities. The focus areas are Combat Capability, People, Quality of Service and Joint Logistics... and the enablers are Communications, Technology and Business Practices. Admiral McCarthy's vision is that of "One



Team"... working in coordination with our customers and with each other using these enablers to deliver combat capability through logistics and help ensure the readiness and success of our operating units.

We are all here to serve – to serve our Country, our Navy, our command and each other. Our every action, regardless of our position in the command, should reflect the principle of service. We must always remember that we have a higher purpose, one larger than ourselves – and that is to defend our country and its ideals.

2) Professionalism and the Good of the Institution – be proud of who we are. Avoid rumors and speak favorably of your command and teammates. Personal fulfillment comes from the knowledge that you have done your best for a good cause and made a difference. Be positive, be enthusiastic, be winners. Our professional and personal conduct must be above reproach. Do the right thing and perform every task to the very best of your ability. We set and achieve high standards in all we do and we place the highest value on integrity. If we make an honest mistake, admit it quickly, learn from it and move on. Bad news does not get better with age. Communicate problems early so that appropriate actions and resources can be brought to

bear to solve the problem. Likewise, communicate good news so that appropriate recognition can be provided. I expect ethical and honest behavior in dealing with our customers, with each other, and within our communities. I expect professional, helpful and courteous behavior in your interactions with all our customers... whether in person, on the telephone or in email. I expect each of you to respect and honor the human dignity and worth of every individual in every interaction. You can expect the same from me. We are a service organization... our existence and livelihood depends on it; our customers expect and deserve it.

3) Growth, development and well-being of our shipmates – every member of the FISC Norfolk team has a critical role to play in the command and every individual is important to me and to the command. Respect earns trust and trust strengthens the team. Together, everyone accomplishes more. I am committed to supporting each individual's efforts and aspirations to better themselves through personal and professional growth and development. Seek opportunities for continual self-improvement. Safety is important to the well-being of every member of this command. Nothing we do is as important as the safety of our people. We will not knowingly hazard life or limb of a single member of this command nor will we take unnecessary risks. Additionally, our families are a key part of our team. Always keep in mind the contributions and sacrifices they make for our success. Recognize the importance of setting aside quality time for friends and family. Involve them in command and other Navy events to enhance their Navy experience. Take leave to refresh and relax so you can be at your best when on the job.

L. V. HECKELMAN
Captain, Supply Corps, U. S. Navy

is not good or effective leadership... and it is not my style. I want the bad news along with the good news so that we can get the right attention and resources focused on solving the problem and moving on.

My third focus area is the growth, development and well being of our shipmates. Shipmates in this sense are everyone – military and civilian – here at FISC Norfolk. Our world is changing at an increasing pace and we need to continually improve ourselves to keep up with the changes. Every member of this command should have a plan for self-improvement and professional and personal growth. I am committed to finding ways to help you execute your plan. Likewise, I am committed to en-

suring a safe work environment. The worst thing that could happen to us is that we would have a serious injury or loss of life of one of our coworkers. Don't let it happen... watch out for each other. And finally, take care of your friends and family and be sure to set aside quality time for your relationships with them.

As we begin to hold Town Hall meetings or as I'm walking in the halls or in your spaces, feel free to ask questions about my command philosophy and to bring up ideas of how we can better accomplish some of these ideas and goals. You all have been here getting the job done... you know more about what we do than anyone and probably have the best ideas of how to make things even better. I look forward

with excitement and enthusiasm to the next couple of years and the challenges they will bring.

Please donate leave if you can

The following employees are in the Voluntary Leave Program and can receive donated annual leave. Please forward the donor's application and current LES to Helen Taylor, Human Resources Office, FISC Satellite, 1968 Gilbert Street, STE 600, Norfolk, VA 23511-3392 or fax to (757) 443-1053 or DSN 646-1028. The telephone number to contact Ms. Taylor is (757) 443-1028 or DSN 646-1028.

*Laverne Baker, Code 304
Sherry Wolford, FISC Det. Washington
George Washington, Code BX21
Terry Chilcott, Code 100
Michael Wilson, Code 302
Robert T. Mayfield, Code 301
Roy L. Lathan, Code 302*

Special message from the Secretary of the Navy

Defending and exercising our right to vote

*by The Honorable Gordon R. England
Secretary of the Navy*

Since Operation Enduring Freedom (OEF) began, our men and women in uniform have performed magnificently in the struggle against world terrorism. Your valor, on the battlefield and off, at sea and in the air and at military installations across the world inspires all those who cherish freedom.

As we mark the first anniversary of the attack launched against our country, Americans from all walks of life and political persuasions will be rededicating themselves to preserving our way of life. Once again, the United States Navy and Marine Corps will be called upon.

This November, Americans will exercise a sacred right for which so many heroes past and present have

sacrificed since this nation's founding – the right to vote. To those who protect and defend this precious right, I ask that every Sailor and Marine take the time to vote in this year's elections.

Choosing who we wish to govern our nation is something our enemies find particularly threatening. One way to show them they will not succeed is for every eligible American to vote this year.

If you can, vote. If you are not registered, please do so. If you need assistance, contact your commanding officer or command's voting officer.

The right to vote is one of those precious things we enjoy as Americans. History tells us that for freedoms to continue, they must be exercised. By voting, you will be sending terrorists a special message: "America will not be intimidated."

For more information about voting or to register to vote, go to



www.bupers.navy.mil/nvap.

Editor's note: This message was originally issued as an ALNAV, which is available online at www.bupers.navy.mil/alnav/alnav02/aln02069.txt.

SMSD Sailors make their mark on United Way's DAY OF CARING



On September 11, 2002, the United Way commemorated the day as a Day of Caring. Volunteers gave their time to many organizations performing needed tasks and services. One group of volunteers came from the Special Material Supply Division (SMSD) of Code 300. Ten volunteers from SMSD dedicated their time to the St. Helena Elementary School in downtown Norfolk. There, they helped with projects such as gardening and painting, along with sanding and refinishing office doors. While ET1(SW) Darla Bulls and GMSN Hayley Willrodt painted away in a copy room and conference room, GM3 Carlos Knighten and GM2(SW) Richard Webb assisted the school's maintenance team in sanding and refinishing 18 doors. The gardening was conducted by GMCS(SW) Billy D. Sanders, GMC(SW) Bruce Thompson, MR1(SW) Kenneth Creed, GM1 Lee Dickey, GM2(SW) Jennifer Buttacavoli, and SK2(SW) Butler. After preparation of the grounds, the team members helped the children of St. Helena plant flowers and tulip bulbs. Pictured from left to right in the photo: GMCS(SW) Billy D Sanders, MR1(SW) Kenneth A Creed, GM2(SW) Jennifer Buttacavoli, SK2(SW) DeeAnn Butler and GM1 Lee Dickey.

The “do’s and don’ts” of Combined Federal Campaign fundraising

by James Winthrop
Office of Counsel

FISC Norfolk’s 2002 Combined Federal Campaign (CFC) is in full swing now and that provides an excellent opportunity to review the rules regarding CFC fundraising: The Do’s and Don’ts.” The CFC presents us with a marvelous opportunity to make a difference in our local, national, and international community by allowing us to voluntarily contribute to the agencies of our choice. FISC Norfolk has an ambitious goal of raising \$52,000 this year and the following is a list of activities that may be undertaken to promote and achieve that goal:

- Publicity items such as balloons, lapel pins, counter cards, and posters.
 - Goal boards showing cumulative to-date campaign achievements.
 - Charts or reports indicating campaign progress.
 - Letters or memoranda of endorsement, or speeches, by organizational leaders.
 - CFC rallies and awards ceremonies.
 - Promotional events, not involving the use of appropriated funds, such as bake sales, car washes, athletic events, etc.
- In conducting these activities, how-



ever, we must always remember that contributions to the CFC must be truly voluntary - any action affecting a person’s ability to make a free choice about contributing would be contrary to federal fundraising policy. The following are some activities that affect that ability and may not be undertaken:

- Supervisors or anyone in a supervisory chain soliciting employees.
 - Supervisors inquiring about whether or not employees contribute or the amount of their contribution.
 - Setting a goal of 100 percent participation.
 - Establishing personal dollar goals or quotas.
- Additional CFC “don’ts” include:
- Sponsoring raffles and lotteries that constitute gambling.
 - Offering special liberty/time off or

civilian clothes privileges as an incentive or a prize.

- Offering government property as an incentive or a prize.
- Soliciting outside sources for incentives or prizes.

The “do’s-and-don’ts” mentioned above are not meant to dampen anyone’s enthusiasm for this year’s Combined Federal Campaign. Instead, they are meant to enhance the experience for everyone by promoting a spirit of true voluntary giving. Personnel having any questions about fundraising activities are encouraged to call the FISC Norfolk Office of Legal Counsel at 443-1089 for advice.



FISC Norfolk awards \$1 billion IDIQ contract under 8 (a) program

Fleet and Industrial Supply Center, Norfolk (FISC) in partnering with Fitting Out Supply Support Assistance Center (FOSSAC) has awarded a contract under the SBA Section 8 (a) Program with a ceiling amount of \$1,130,396,850 to FSS/Alutiiq, a joint venture of Field Support Services and Alutiiq in Anchorage, Alaska, an Alaskan native corporation. The contract type is an Indefinite Delivery/Indefinite Quantity (IDIQ) with time and material pricing provisions. The base year is from September 12, 2002 through September 11, 2003 with four additional one-year options.

The contract issued is for global logistic and supply support of the Inter-Service Supply Support Operations Program (ISSOP) for FOSSAC. ISSOP covers Supply Logistics that include material handling requirements at the various government locations worldwide including the United States, Puerto Rico, Guam, Europe, the mid-East, and the Pacific Rim. The contractor will provide logistics, material, and support service functions as follows:

(a) Logistics and material functions include: warehouse operations; material off-load/back-load, relocations; material distribution, packing/packaging; material requisitions; excess material processing; material receiving, stowing, sorting, and inventorying; location audits; material updating/identifying, expediting; causative research; bar coding; retail operations; transportation (equipment and personnel); receiving and issuing fuel; and equipment validation.

(b) Support service functions include; data entry, operating computers; preparing and updating financial records; preparing and updating medical records; word processing/document preparation; sorting/distributing packages/mail; repairing, testing or modifying microcomputers; witnessing household goods reweigh; building and grounds (interior and exterior); galley support services; and lodging assistance to government personnel.

Historically, ISSOP has provided logistics supply sup-

port expertise through reimbursable Material Management and Supply Support Services for customers worldwide for over 30 years. A brief history of completed and ongoing projects includes: Material Turned Into Store (MTIS) functions at several stock points; Fleet Inventory Groom Program to identify, offload and redistribute excess repair parts from ships; Validation Program for new ship and submarine construction and refitting projects; Defense Printing Service support for digitizing technical manuals; aircraft refueling; redistribution of humanitarian aid material being returned from refugee support efforts at Guantanamo Bay, Cuba; receiving, staging, and issuing/delivering food, health and comfort items and general material; Foreign Military Sales (FMS) support; material distribution, and marketing support for DRMOs; Prime Vendor Receiving; and COSAL/Records Maintenance.



On hand for the signing of the \$1 billion-plus contract were (seated, left to right) Capt. Mike Carlson, FISC Norfolk Acquisition Executive; Marlene Chambley, FISC contracting officer; and George Bernardy, president and CEO, FSS, Inc. Also on hand for the signing were (standing, left to right) Linda Owen, FISC Norfolk Deputy for Small Business; Heather Shaw and Bonnie Parker, contracting specialists who assisted on the award of the contract.



SK1(SW) Keith Durham, USN (ret.) is "piped ashore" following his recent retirement ceremony. Accompanying Durham at the ceremonial close of his 21-years of Naval service was his wife, Frances.



SK1(SW) James McDermott is congratulated by FISC Norfolk Commanding Officer Capt. L. V. Heckelman for being selected as the FISC Norfolk Sailor of the Quarter.

Postal from page 1

The course was a resounding success. The first graduating class included 22 postal clerks from 20 Norfolk, Va. and Mayport, Fla.-based commands. The ranks and experience level of the students ranged from an E-3 with no experience to a fleet-seasoned E-6. "I thought the course was extremely beneficial for me," said PC2 Jamal Allison from the Regional Navy Mail Center in Norfolk. "I haven't worked with the sale of stamps and money orders, or dealt with any of the financial aspects of customer service for more than two years. Forms and procedures have changed, so I will be better prepared when I go back to the fleet."

That is exactly what the course was intended to do – supplement formal and informal instruction that fleet postal clerks have received. But the course also offered another opportunity that some fleet postal clerks don't often have – a chance to meet a team of seasoned postal professionals. "All of our volunteer instructors are senior Navy Postal Clerks," said Senior Chief Postal Clerk Jeff Gibbs from the Regional Navy Mail Center in Norfolk. Gibbs is the center's leading Chief Petty Officer. "Some of these students serve in independent duty billets. They frequently don't have any-



Graduates of the first-ever Fleet Postal Refresher Course proudly pose on graduation day with some of their instructors.

one at their command to go to for in-rate related help or advice. That one-on-one contact is important and we are able to provide that with this course.

At the course graduation ceremony, Atlantic Fleet Supply Officer Rear Adm. Steven Maas underscored the importance of this training. "This training was designed to improve technical and customer service skills," said Mass to the graduates. "There is absolutely no single more important job as far as morale is concerned that that of a postal clerk. With this training, you will be able to provide even greater service to your shipmates."